



BEST AVAILABLE COPY

Dear Postal Customer:

We would like to apologize for the damage to your mailpiece. The address label and/or parts of the mailpiece is enclosed.

We want to assure you that we recognize the responsibility we accept when our customers entrust us with their most important business and personal mail. Every effort possible is made to process each piece of mail promptly and safely.

Because the Postal Service handles in excess of 500 million pieces of mail daily, it is imperative that automated and mechanized methods be used to maintain service standards and ensure prompt delivery. No matter how careful we are, mail will be damaged occasionally by malfunction or improperly prepared mailpieces.

We are constantly striving to refine our processing methods to ensure that incidents of this nature are minimized. I regret any inconvenience this damage may have caused you.

Upon examination of your mail, if you should find that any contents are missing or if you have any questions, please contact the Claims Department at (703) 698-6381 and ask for the Claims Clerk.

Thank you for your understanding.

A handwritten signature in dark ink, appearing to read "Fernando L. Pereira".

Fernando L. Pereira
Plant Manager

Enclosure